



# **Preventing Misuse & Abuse**

## **GSA Fleet's Loss Prevention Team**

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# GSA's Loss Prevention Team

- Fleet Card Management and Usage
- Card Ordering
- Transaction Review
- Fraud Case Management & Prevention
- Cross Service Vendor Payments
- Resources



## Did You Know?

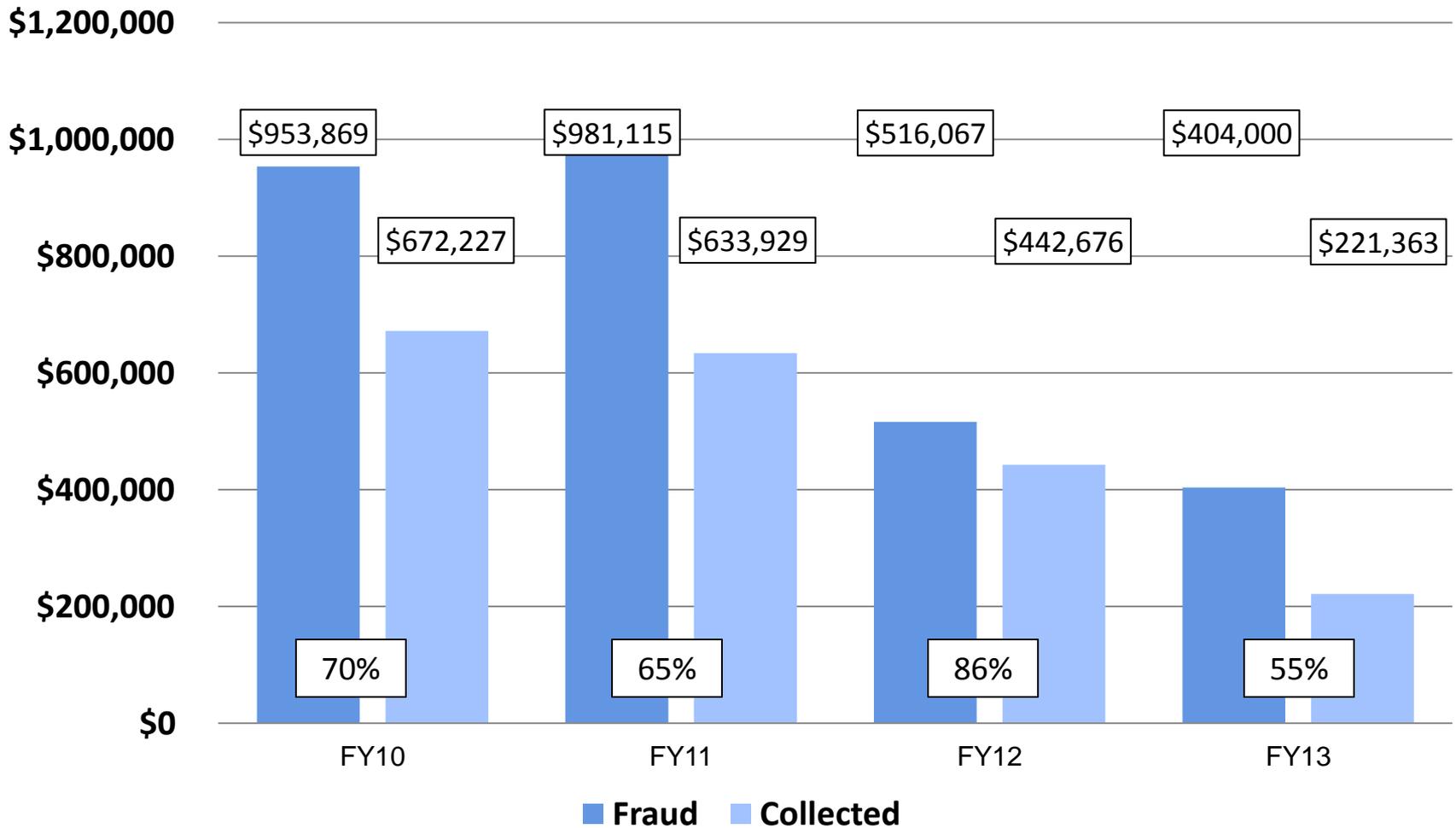
### In FY13, how many transactions did GSA Fleet process through WEX?

- 2.7 Million Transactions
- \$514 Million Spend

*GSA Fleet drivers charge  
10,400 transactions per day!*



# Fraud Statistics





# Fleet Card Management

## ➤ What makes a “Fleet” Card Different?

- Custom card controls to ensure purchases made are within purchase thresholds
- Driver ID numbers for card security
- Level III Data Capture which allows for transaction review, life cycle vehicle costing and tax recovery
- Where WEX is not accepted at a site, backup MasterCard payment available to merchants

# Fleet Card Usage

## What valuable information can be found on the GSA Fleet Card?

Remind service vendors tax exempt



One card per vehicle

GSA MCC/AMC for repairs or accident approvals over \$100

Enter correct odometer readings

Service for fueling issues and repairs under \$100



This card is the property of Wright Express.  
To report lost card(s), call Wright Express Customer Service or return to:  
Customer Service, PO Box 639, Portland, ME, 04104.

# Fleet Card Usage

## How many vendors accept the GSA Fleet Card?

- 135,000 accepting fuel locations, including U.S. Territories
- More than 90% of retail fuel locations in U.S.
- More than 50,000 diesel locations in the U.S., including 8,200 truck stops and card-locks
- Over 45,000 vehicle maintenance locations in U.S. accept WEX
- 500 accepting stations in Canada with more slated for 2014.
- Plus, additional 500,000 fuel/maintenance locations via WEXPay™, an out-of-network (virtual MasterCard) process. Merchant fees the same as any other MasterCard





# Fleet Card Usage

## What can I purchase with my GSA Fleet Card?

<b>Authorized Purchases</b>	<b>Unauthorized Purchases</b>
Regular unleaded, self service fuel for GSA vehicle	Premium or full service fueling
Immediately consumable items for vehicle (e.g. Quart of oil, washer fluid)	Maps, air fresheners, food, etc.
Required preventative maintenance	Over maintaining vehicle – ONLY do maintenance authorized by GSA Fleet
Car washes – not to exceed regional policy – generally \$25 per month	Excessive car washes or details
Mechanical repairs for GSA vehicle to which card is assigned	Upgrading tires, accessories such as snow plows (contact your FSR)



# Fleet Card Usage

## How can customer agencies help GSA Fleet keep their lease rates low?

- If your vehicle is under manufacturer warranty use roadside assistance programs
- For preventative maintenance follow GSA instructions rather than vendor recommendations
- If you have concerns about a maintenance location please let your FSR know
- Please report any suspected fraud to [lpt@gsa.gov](mailto:lpt@gsa.gov)



# Fleet Card Ordering

## How do I order a new fleet card?

- Go to: <http://drivethru.fas.gsa.gov/>
- Login using your own customer number and access code
- Select “WEX Replacement Card Ordering”
- Follow the instructions
- You are able to direct ship to either your default address or to a field location you enter



# Transaction Review

- Each card has authorization controls in place
- Every transaction is reviewed via business rules that monitor card use and kick out exceptions
- Transactions falling outside the norm are either provided to agency for review or reported to OIG depending upon severity and type of concern
- GSA OIG works with agency OIG in investigating
- If a transaction is identified as misuse or fraud agencies are notified pending investigation and then billed using codes U2 for misuse or U3 for fraud on their monthly vehicle billing



# Transaction Review

## What type of transaction data is provided by Fleet Cards?

Metric	Level 1 Data	Level 3 Data
GSA Plate Number	X	X
Transaction Date	X	X
Transaction Time	Varies	X
Merchant Name	X	X
Merchant Complete Address/Phone		X
Cost per unit; price per unit		X
Vehicle odometer (driver entry)		X
Product Code – what was purchased vs. where purchased		X
Tax data (up to 10 levels)		X



# Transaction Review

## To whom does WEX provide transaction data?

- WEX is authorized to provide transaction data to Authorized GSA Fleet personnel ONLY!

## If I need transaction data, how do I obtain it?

- If a customer agency needs transaction data, they will need to contact their Agency Fleet Manager at the headquarters' level who has access to the data through GSA Fleet Drive-thru.
- If agency law enforcement needs transaction data due to suspected fraud or misuse, they will need to contact their GSA Fleet LPT Regional Contact.



# Fraud Prevention

## Who is responsible for securing the GSA Fleet Card?

- It is the Agency Point of Contact's responsibility to ensure physical accountability.
- When the card is in a driver's possession, it should be secured and safeguarded as if it was a personal card. Do not leave the card in the vehicle or where others can gain access.

**“Federal agencies are responsible for the establishment of administrative controls to ensure that the fuel and services procured using the fleet charge card are for the official use of the agency and that administrative controls are maintained to prevent unauthorized use”.**

**FPMR 101-38.8**



# Fraud Prevention

**I have a hard time remembering my PIN number, can I write it down?**

- Keep your PIN number confidential and please do not write it on the card!

**Can I use one GSA Fleet Card to fuel multiple GSA Fleet vehicles?**

- One card for each vehicle, ensure you are using the correct one



# Cross Service Vendor Payments

- Cross service agreements exist where an agency, due to locality, provides their own on-site maintenance or fueling needs
  - Contract management – including national agreements if appropriate
  - Fleet card payment – to ensure cross service transactions have the same process flow as all other fueling and maintenance

# Resources – GSA Fleet Drive-Thru

Transaction Level Data  
Available to  
Headquarters Agency  
Fleet Manager

Fueling Locations

Summary Fueling  
Data (FAST)

WEX Replacement  
Card Ordering

**GSA Fleet Drive-thru**  
General Services Administration

Home Application Access Fleet Solutions About Fleet Fleet News Driver Safety Contact Us

**GSA FLEET DRIVE-THRU**  
*Real Time Vehicle Data*  
*The Key to Driving Your Mission*  
*Analyzing Your Reports*

CLICK HERE TO FIND FUEL

Applications Access	What's New	Vehicle Operator Orientation Videos
<ul style="list-style-type: none"> <li>• CRASH</li> <li>• Customer-Driven Data</li> <li>• FTP Monthly Mileage Upload Tool</li> <li>• GSA Replacement Vehicles</li> <li>• Mileage Express</li> <li>• PM Express</li> <li>• Reports Carryout</li> <li>• Speed Pay</li> <li>• WEX Replacement Card Ordering</li> <li>• Defensive Driving Course</li> <li>• VCSS - WebBill</li> </ul> <p>Choose an Application to Login</p>	<p>"To stop scrolling, mouse over text"</p> <p>Customers who lease GSA vehicles now have the ability to request a new replacement fuel card on-line using the Fleet Drive-thru application. A quick-step reference guide designed to aide customers with using the new program can be found <a href="#">here</a>.</p> <p><b>ATTENTION MILITARY SPEED PAY CUSTOMERS</b></p>	<p>Information about operating, maintaining and managing your GSA Fleet Vehicle.</p> <p></p> <p>Click the icon above to access the orientation videos</p>

# Resources – Driver Guide

## For out-of-network transactions

If you are at a fuel or service location that does not accept the Wright Express Card, ask the merchant to follow the below instructions to receive payment on an authorized purchase.

**1-866-939-4472**

Not valid for merchants that accept Wright Express cards.

## Alternative Authorization Instructions 1-866-939-4472

1. U.S. or International Fuel and Service stations that DO NOT ACCEPT Wright Express cards can still process a transaction for a Wright Express customer by calling Wright Express at 1-866-939-4472 for an out-of-network authorization.

2. Be prepared to provide the following information: Account #, Vehicle #, Expiration date, Driver ID and Vehicle odometer reading, Total amount of transaction and Merchant contact information.

3. For authorized transactions, Wright Express will provide payment.

4.730GSAFLT (9.08)

**GSA** U.S. General Services Administration

## GSA Fleet



## Fleet Services Card User Guide

## The GSA Fleet Services Card

In accordance with the Federal Acquisition Regulation (FAR) 13.301, the governmentwide commercial Fleet Services Card is authorized for the purchase of fuel, maintenance and repair of Government owned/operated motor vehicles. Fleet Services Cards are issued to specific vehicles and should only be used for the vehicle to which it is issued. This card provides your agency/organization with numerous benefits. With these benefits come certain responsibilities for you. This booklet is intended as a quick reference to using your Fleet Services Card.

You are the Government's agent for each purchase made with the Fleet Services Card. You are responsible for each transaction. As such, you must comply with all applicable regulations and procedures of GSA Fleet and your agency/organization.

Visit the GSA Fleet Services Card Web site at [www.gsa.gov/fleetcard](http://www.gsa.gov/fleetcard) for more information.

### GSA FLEET

Phone: 703-605-5630 • Fax: 703-605-9869  
[www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet) • [gsafleet@gsa.gov](mailto:gsafleet@gsa.gov)

## User Responsibilities

The following are rules to follow when using the Fleet Services Card. All transactions are closely monitored by GSA Fleet. Drivers may be prosecuted and held personally liable for misuse and abuse of charges to the card. If you are uncertain as to whether a purchase is appropriate, ask your Fleet Manager or Fleet Service Representative.

- Use only the Fleet Services Card assigned to that specific vehicle.
- Use the card to purchase oil, fluids and other necessary maintenance and repairs only as authorized.
- Purchase regular unleaded self-service gasoline from service stations that offer the lowest price, except when the vehicle requires diesel or alternative fuel or under other authorized conditions.
- Observe all dollar limits on purchases. For maintenance over \$100 and the purchase of all tires and batteries prior authorization is required from the Maintenance Control Center.
- You may not use the Fleet Services Card to purchase food, beverages or other items for personal use.
- Keep the card in a safe and secure place. It is not permissible to store the card in the vehicle.

- Don't fuel any non-GSA Fleet equipment even if attached to a GSA Fleet vehicle (i.e. tractor or ATV).
- Be a wise consumer. If a vendor is trying to sell services you believe to be unnecessary contact your local Fleet Service Representative.
- Seek state tax exemption on all non-fuel purchases.
- Immediately report a lost or stolen card to your Fleet Manager or Fleet Service Representative.
- Do not use an old Fleet Services Card that was replaced for any reason; destroy any lost or stolen cards that are recovered.
- Do not give the Driver ID to anyone except a station attendant or a Customer Service Representative.
- Report any suspicious activity to GSA Fleet.

### Lost or Stolen Cards

For replacement cards, email requests to: [replacementcards@gsa.gov](mailto:replacementcards@gsa.gov). Include plate number(s) and physical shipping address (no PO boxes).

Wright Express cards are accepted at these and other fuel merchants. Card acceptance is subject to independent station owner/operator participation and is subject to change without notice.



For a full list of participating locations go to [www.wrightexpress.com](http://www.wrightexpress.com)

Bigfoot	Cumberland Farms	Economy	Express	Gas America	Grow Mark	Kenyon	Kwik Pantry	M&A Oil	Parity	Quik Mart	Rymes 24	Town&Country	Weigel Store
Confed	D & D Oil	Emark	Fastlad	Gil-n-Go	Hally's	Krause	Lil Champ	Multi Serv	PRIDE	Road Ranger	Stewarts Shops	Trade Oil	Wesco
Coastal	Dairy Mart	Express Stop	Fast Track	Global	Huck's	M & H	Lucky Stop	NU-Way	Pure	Roten Hobbs	ICI	Tripp Oil	Xtra Fuels
Cogos	Depot	Family	Fouzer Oil		ICO	Kum & Go	Macs Stores	O'Connor	Qik N EZ	Royal Farms	Taylor Foods	US Oil	Zip Mart
								OK Petroleum	Quality Oil	Flutters	Thornon Oil	Valley Dairy	

Present card when requesting maintenance under \$100. Maintenance/body work over \$100, call GSA for prior authorization at: 1-866-400-0411



AC Delco	American Lubehart	Big O Tires	Damir Chrysler	Diarron/Triumph Auto Glass	Dodge BusinessLink	Express Oil Change	Ford Dealership	Gill Goodwrench	Hamon Auto Glass	Midco	Netcoet Auto Glass	Precision Tuning	Quaker State	STS Tire & Auto Center	Wash Depot
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\*limited dealer participation

## How to Pay at the Pump

1. Make sure the station accepts the card.
2. Check mileage before turning off ignition.
3. Insert card and follow pump instructions.
4. Enter Driver ID, remember to remove alpha characters.
5. Enter odometer reading/current mileage.
6. Choose the proper fuel for your vehicle and begin fueling.

**Assistance at the Pump**  
Call the number listed on the back of the Fleet Services Card.

**Maintenance/Bodywork over \$100**  
**Maintenance Control & Account Management Centers**  
**1-866-400-0411**

**Loss Prevention Team**  
Email the Loss Prevention Team to report suspicious activity.  
**LPT@gsa.gov**



# Resources

[lpt@gsa.gov](mailto:lpt@gsa.gov)

[replacementcards@gsa.gov](mailto:replacementcards@gsa.gov)

[www.gsa.gov/fleetcard](http://www.gsa.gov/fleetcard)



**Questions?**

**Thank you for your time!**

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